15. TROUBLESHOOTING

15 − 1   PROBLEMS NOT INVOLVING THE GAME BOARD

In case a problem occurs, first check wiring connector connections.

⚠ **WARNING**

- In order to prevent electric shock and short circuit, be sure to turn power off before performing work.
- Be careful not to damage the wires. Damaged wires may cause electric shock or short circuit or present a fire risk.
- After removing the cause of the functioning of the Circuit Protector, reinstate the Circuit Protector. Depending on the cause of the functioning, using the Circuit Protector as is without removing the cause can cause generation of heat and fire hazard.

TABLE 15

PROBLEMS	CAUSE	COUNTERMEASURES
With Main SW ON, no activation.	Power is not supplied.	Securely insert the power plug into the plug socket.
	Power supply/voltage is not correct.	Make sure that power supply/voltage is correct.
	The Circuit Protector functioned due to a momentary electrical overload.	After eliminating the cause of overload, reinstate the AC Unit's Circuit Protector (see ⑤ of Section 6, refer to the following).
The color on the projector screen is incorrect.	Image adjustment is not appropriate.	Adjust appropriately (see Sec. 11).
No sound is emitted.	Sound volume adjustment is not appropriate.	Adjust sound volume (see Sec. 9).
	Board and Amplifier malfunctioning	Perform the sound test and confirm (see Sec. 9-2).

CIRCUIT PROTECTOR

CIRCUIT PROTECTOR
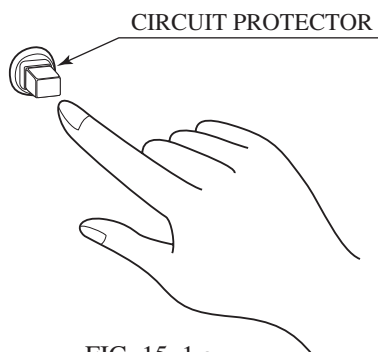
Functions due to the activation of bimetal. To restore the function, wait for approximately one minute or longer until the bimetal cools off. (Press the Button.)
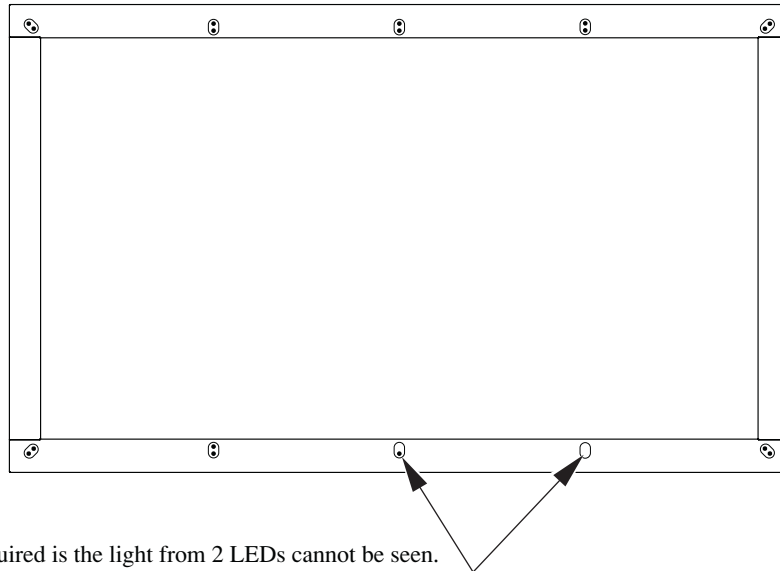
FIG. 15. 1 a

PROBLEMS	CAUSE	COUNTERMEASURES
Control Unit (Gun) sighting is not satisfactory.	Sights are not aligned due to changes in the surrounding environment.	Perform sighting adjustment in the test mode (see Sec. 9-3).
	LED board malfunctioning	Check to ensure that the LED lights up. If it does not light up, replace (see Fig. 15.1b).
	Sensor unit malfunctioning	Replace the sensor unit (see Sec. 10). <JPT-2030 SENSOR UNIT>
	LED board and LED board cover are contaminated.	Wipe off soiled surfaces (see Sec. 14).
	Fuse on the sensor unit has blown due to a momentary electrical overload.	Fix the source of the overload, then replace the fuse (see Sec. 15-3). <514-5143-200 FUSE S.B 200MA250V HBC CE ROHS or 514-5146-200 FUSE S.B 200MA250V 218 CE ROHS>
The Control Unit (Gun) does not appear to be operating correctly.	A fault with the microswitches	Use an Input Test to make sure they change between ON and OFF. If they do not, exchange the faulty microswitches (see Sec. 10). <509-5080 SW MICRO TYPE>
	A fault with the LED board	Check that the LEDs are on. If not, exchange them (see FIG. 15.1b).
	Speed sensor settings are wrong.	Use TEST Mode to correct the settings (see Sec. 9-3).
	The sensor unit is broken.	Exchange the sensor unit (see Sec. 10).
	The speed sensor circuit fuse has blown due to a momentary electrical overload.	After resolving the cause of the overload, change the fuse (see Sec. 15-3). <514-5143-200 FUSE S.B 200MA250V HBC CE ROHS or 514-5146-200 FUSE S.B 200MA250V 218 CE ROHS>
The fluorescent light does not come on.	The fluorescent light has died.	Exchange the fluorescent light (see Sec. 13).
The cold-cathode tube does not come on.	The cold-cathode tube has died.	Exchange the cold-cathode tube (see Sec. 13).
	The inverter board is broken.	Exchange the inverter board (see Sec. 13).

⚠ **CAUTION**

Removing or attaching of the mask must be carried out by at least two people, one on the left and one on the right. A single person working alone can lead to injury.

If the light from the 2 LEDs cannot be seen then there is a problem or malfunction. Follow the steps below to exchange them. You can also use the following steps to clean the screen.

Replacement is required is the light from 2 LEDs cannot be seen.

FIG. 15. 1 b

① Turn the power off.

② Remove the four truss screws and remove the front panel.
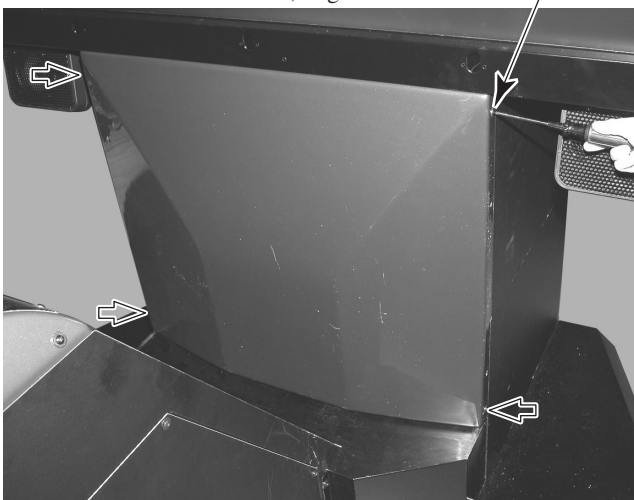
TRUSS SCREW (4), black
M4×12, large flat washer used

FRONT PANEL

PHOTO 15. 1 a

PHOTO 15. 1 b

③ Disconnect the two connectors.

Disconnect the connectors.

PHOTO 15. 1 c

④ Remove the six screws from the side of the projector.

SCREW (6), black
M4×10, w/flat & spring washers

PHOTO 15. 1 d

⑤ Have one person take the left and another the right and remove the mask.

PHOTO 15. 1 e

⑥ The mask has the LED boards attached. Remove the two U nuts holding the malfunctioning board, disconnect both connectors and remove and replace the LED board.
Be carefully not to lose the flat metal washers and plastic washers safe, and pay attention to the facing/direction of the LED board when inserting it.

U NUT (2)
M3, flat metal & plastic washers used
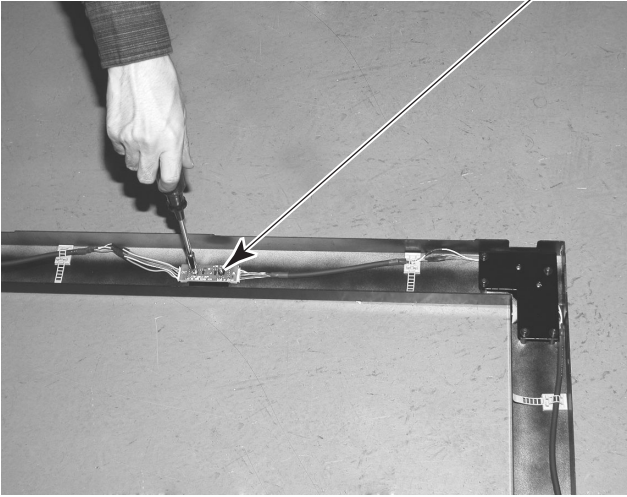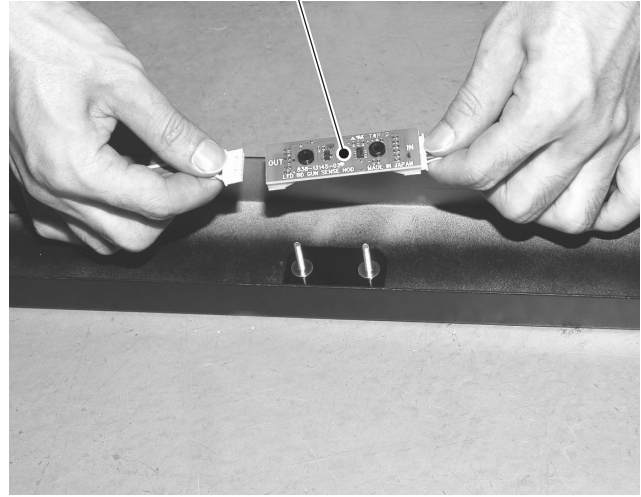
LED BOARD
838-13145R02

PHOTO 15. 1 f

⑦ If the problematic LED board is in the corner of the mask remove the 5 screws and remove the joint bracket. The joint bracket has the same parts are the boards along the straight sections of the mask, and there are 2 types.

SCREW (5), black
M4×8, w/flat & spring washers

JOINT BRACKET

PHOTO 15. 1 g

⑧ Remove the two U nuts, disconnect both connectors and remove and replace the LED board.
 Be carefully not to lose the flat metal washers and plastic washers safe, and pay attention to the facing/direction of the LED board when inserting it.

U NUT (2)

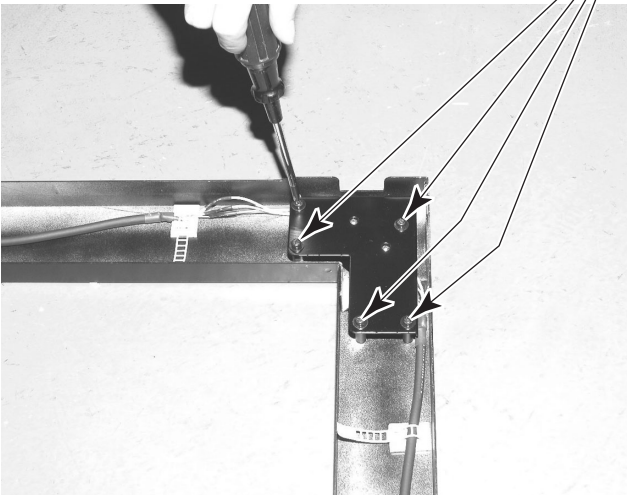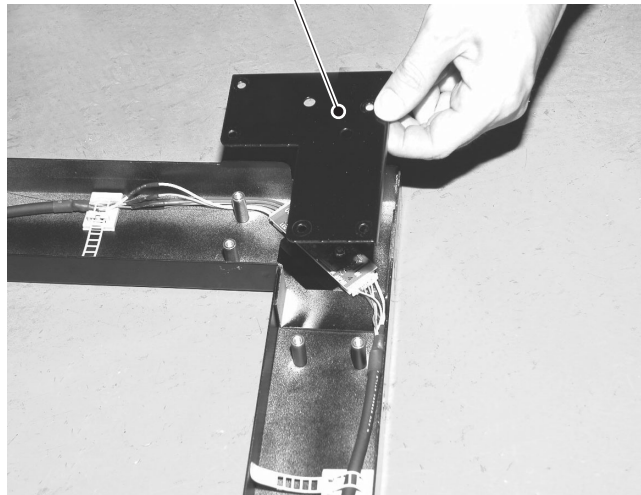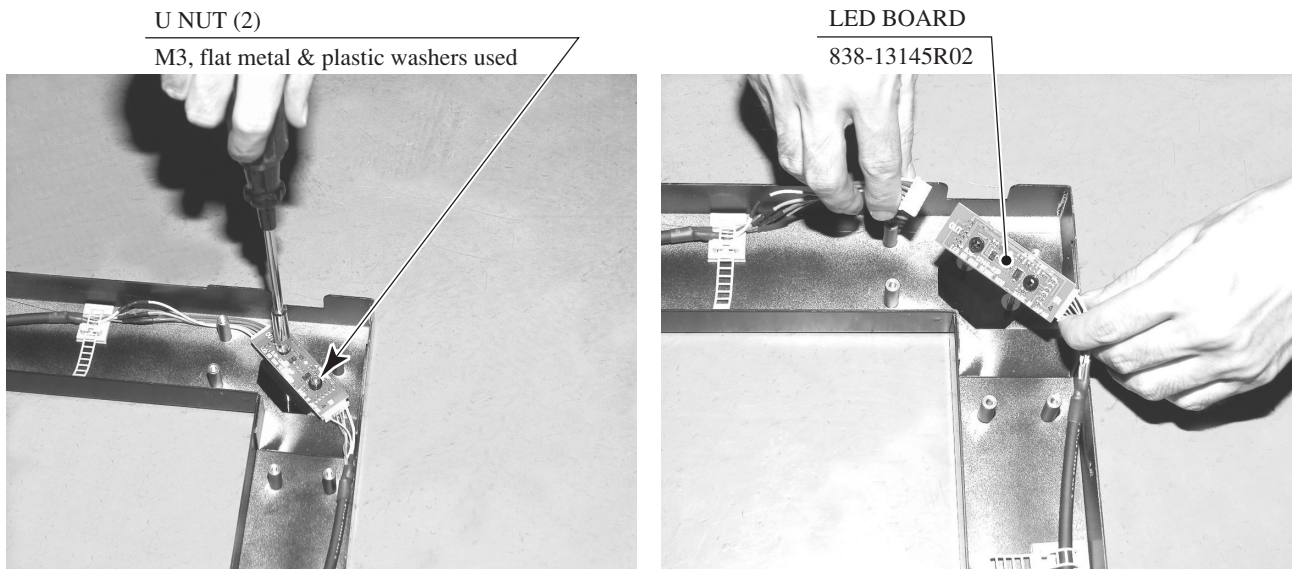M3, flat metal & plastic washers used

LED BOARD

838-13145R02

PHOTO 15. 1 h

⑨ After exchanging the LED board enter TEST Mode and perform a lighting test.

WARNING

● If an error code is displayed get on-site maintenance personnel or other qualified professional to look at it. An unqualified person attempting to resolve an error code problem may lead to electric shock, short circuit and risk of fire.
If no on-site maintenance personnel or qualified professional is available immediately turn off the power and contact the customer services in this manual or your supplier.
● If a problem not described in this manual occurs, or the resolution to a problem described in this manual is not effective, do not make further attempts to resolve the problem yourself. Immediately turn off the power and contact the customer services in this manual or your supplier. Any unguided attempts to solve such problems may lead to a serious accident.

STOP

IMPORTANT

● If Error 20 occurs it is necessary to restart the machine in order to clear the error.
● The errors below include some which can never occur during the normal operation of "The House of the Dead 4."
● If an error number or message not listed below appears, cease using the product immediately and send the LINDBERGH board in for repairs.

The LINDBERGH board is equipped to display various errors on-screen to help solve any problems. If an error is displayed the game cannot be used. Use the following table of causes and resolutions to solve the problem.

Error 01

DISPLAY	Game Program Not Found.
CAUSE	The key chip is not connected.
COUNTERMEASURES	Check that the key chip is connected correctly. Check that the keychip is not inserted the wrong way or that the key chip from a different system is not inserted.

Error 02

DISPLAY	Game Program Not Available.
CAUSE	The key chip is not supported.
COUNTERMEASURES	Send the LINDBERGH board in for repair with the key chip still in place.

Error 05

DISPLAY	Wrong Region.
CAUSE	The game is for a foreign region.
COUNTERMEASURES	Use a domestic game.

Error 06

DISPLAY	I/O Device Not Found.
CAUSE	The LINDBERGH board's I/O board cannot be found.
COUNTERMEASURES	Send the LINDBERGH board in for repair with the key chip still in place.

Error 07

DISPLAY	Graphic Card Not Found.
CAUSE	The LINDBERGH board's graphics card cannot be found.
COUNTERMEASURES	Send the LINDBERGH board in for repair with the key chip still in place.

Error 08

DISPLAY	Sound Card Not Found.
CAUSE	The LINDBERGH board's sound card cannot be found.
COUNTERMEASURES	Send the LINDBERGH board in for repair with the key chip still in place.

Error 09

DISPLAY	System Memory Not Enough.
CAUSE	The LINDBERGH board does not have enough memory.
COUNTERMEASURES	Send the LINDBERGH board in for repair with the key chip still in place.

Error 10

DISPLAY	Unexpected Game Program Failure.
CAUSE	The game program crashed due to an unexpected error.
COUNTERMEASURES	Turn the power off and then restart.

Error 11

DISPLAY	JVS I/O board is not connected to main board.
CAUSE	(1) The I/O board is not connected.
	(2) Unreliable connection between the main board and the I/O board.
COUNTERMEASURES	(1) Connect the I/O board to the main board.
	Verify that the power cable is connected to I/O board.
	(2) Reconnect or replace the JVS cable that connects the I/O board to the main board.

Error 12

DISPLAY	JVS I/O board does not fulfill the game spec.
CAUSE	The correct I/O board is not connected.
COUNTERMEASURES	Use an I/O board that provides the proper input/output for the game.

Error 14

DISPLAY	Network firmware version does not fulfill the game spec. Required version XX.XX.
CAUSE	The firmware version installed on either the network board or the DIMM Media board is older than the required version.
COUNTERMEASURES	Use a network board or DIMM Media board with firmware that meets or exceeds the required version.

Error 15

DISPLAY	Game Program Not Found.
CAUSE	The key chip is not connected.
COUNTERMEASURES	Check that the key chip is connected correctly. Check that the key chip is not inserted the wrong way or that the key chip from a different system is not inserted.

Error 21

DISPLAY	Game Program Not Found on Game Disk.
CAUSE	There is no program image on the game disk.
COUNTERMEASURES	Check that a game disk corresponding to the key chip is inserted into the drive.

Error 22

DISPLAY	Game Program Not Found on Device.
CAUSE	There is no game image on the game installer device.
COUNTERMEASURES	Perform a reinstall from the game disk.

Error 24

DISPLAY	DVD Drive Not Found.
CAUSE	The DVD drive cannot be found.
COUNTERMEASURES	Connect the DVD drive.

Error 25

DISPLAY	Game Disk Not Found.
CAUSE	The game disk cannot be found.
COUNTERMEASURES	Insert the game disk.

Error 26

DISPLAY	Storage Device Not Found.
CAUSE	The program installer device cannot be found.
COUNTERMEASURES	Send the LINDBERGH board in for repair with the key chip still in place.

Error 27

DISPLAY	Storage Device is Not Acceptable.
CAUSE	The program installer device does not have enough space.
COUNTERMEASURES	Send the LINDBERGH board in for repair with the key chip still in place.

Error 28

DISPLAY	This Game Disk is Not Acceptable.
CAUSE	The game disk cannot be read correctly.
COUNTERMEASURES	Exchange the game disk for a proper game disk. Check that the game disk is not scratched, damaged or dirty.

Error 29

DISPLAY	Cannot Control DVD Drive.
CAUSE	The DVD drive cannot be controlled.
COUNTERMEASURES	The DVD drive may be damaged.

Error 31

DISPLAY	Storage Device Not Enough.
CAUSE	The program installer device does not have enough space.
COUNTERMEASURES	Send the LINDBERGH board in for repair with the key chip still in place.

Error 32

DISPLAY	Installing Game Program Failed.
CAUSE	Transfer of the program failed.
COUNTERMEASURES	Check that the DVD drive is connected correctly. Check that the game disk is not scratched, damaged or dirty.

Error 33

DISPLAY	Storage Device is Not Acceptable.
CAUSE	The program installer device cannot be found.
COUNTERMEASURES	Send the LINDBERGH board in for repair with the key chip still in place.

Error 34

DISPLAY	Storage Device Not Found.
CAUSE	The program installer device cannot be found.
COUNTERMEASURES	Send the LINDBERGH board in for repair with the key chip still in place.

Error 35

DISPLAY	Storage Device is Not Acceptable.
CAUSE	The program installer device does not have enough space.
COUNTERMEASURES	Send the LINDBERGH board in for repair with the key chip still in place.

Error 36

DISPLAY	Storage Device May be Broken.
CAUSE	The program installer device is broken.
COUNTERMEASURES	Send the LINDBERGH board in for repair with the key chip still in place.

Error 37

DISPLAY	Verifying Game Program Failed.
CAUSE	The program image is unverified due to the program image not existing on the game disk or server.
COUNTERMEASURES	Check that the correct game disk is inserted.

Error 41

DISPLAY	Server Not Respond.
CAUSE	The server is not responding.
COUNTERMEASURES	Check the network settings.
	Set IP Address and other settings.
	Check that the network cable has not been pulled out.

Error 42

DISPLAY	Server Mount Failed
CAUSE	The server directory is could not be reached.
COUNTERMEASURES	Check the network settings.
	Set IP Address and other settings.
	Check that the network cable has not been pulled out.

Error 43

DISPLAY	IP Address Not Assigned.
CAUSE	An IP Address could not be obtained from the DHCP server.
COUNTERMEASURES	Check the network settings.
	Set IP Address and other settings.
	Check that the network cable has not been pulled out.

Error 44

DISPLAY	Game Program Not Found on Server.
CAUSE	No program image on the network server.
COUNTERMEASURES	Check that the game title, place on the network server, and the key chip correspond to each other.

Caution 51

DISPLAY	Wrong Resolution Setting.
CAUSE	The game does not support the current resolution settings.
COUNTERMEASURES	Change the DIP SW to the correct settings and restart.

Caution 52

DISPLAY	Wrong Horizontal/Vertical Setting.
CAUSE	The monitor horizontal/vertical settings are incorrect.
COUNTERMEASURES	Change the DIP SW to the correct settings and restart.

⚠ **WARNING**

● Fuse replacements other than those specified can cause accidents and are strictly forbidden. In case fuse replacements other than those stated in this manual are necessary, contact where you purchased the product from for inquiries regarding this matter.
● To prevent accidents due to electrical shock, always turn the power off and disconnect the power plug from the power outlet before performing any task that involves touching the interior of the product.
● Be careful not to damage the wires. Damaged wires may cause electric shock, short circuit or present a risk of fire.
● Be sure to use fuses meeting the specified rating. Using fuses exceeding the specified rating can cause fire and electric shock accidents.
● After eliminating the cause of a blown fuse, replace the fuse. Depending on the cause of the fuse blow, continued use with the blown fuse can cause generation of heat and present a risk of fire.

The Control Unit (Gun) circuit fuses are found, from facing the cabinet, inside side door R on the right side of the cabinet. There are four fuses arranged vertically on the control panel inside side door R. From top to bottom these fuses are -

- Player 1 Control Unit (Gun) speed sensor fuse
- Player 2 Control Unit (Gun) speed sensor fuse
- Player 1 Control Unit (Gun) targeting sensor unit fuse
- Player 2 Control Unit (Gun) targeting sensor unit fuse

① Turn the power off.

② Remove the three truss screws on side door R.

TRUSS SCREW (3), black
M4×40, large flat washer used

PHOTO 15. 3 a

③ Unlock and remove side door R.

PHOTO 15. 3 b

④ Exchange the fuse.
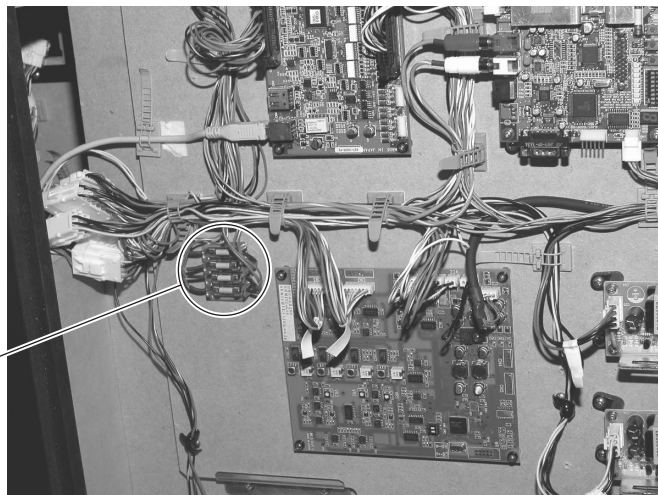

FUSE 0.2 A, 250 V
514-5143-200 or 514-5146-200

PHOTO 15. 3 c

16. GAME BOARD

⚠️ **WARNING**

- In order to prevent electric shock and short circuit hazards, be sure to turn power off before performing work.
- Be careful not to damage the wires. Damaged wires may cause electric shock or short circuit or present a fire risk.
- Do not expose the Game BD, etc. without a good reason. Failure to observe this can cause electric shock hazard or malfunctioning.
- Do not use this product with connectors other than those that were connected and used with the Game Board at the time of shipping. Do not carelessly connect wires to connectors that were not used at the time of shipping, as this may cause overheating, smoke or fire damage.
- When replacing or repairing the game board and then returning it to the cabinet, be sure to reconnect all the connectors correctly. Improper connection may cause electric shock, short circuit or fire.
- When connecting the connectors, be sure to attach them correctly. There is only one correct way in which they must be connected. Attempting to connect them incorrectly may cause damage to the pins on the connectors, and cause electric shock, short circuit or fire.

⚠️ **CAUTION**

- In this product, setting changes are made during the Test Mode. The Game BD need not be operated. Use the Game BD, etc. as is with the same setting made at the time of shipment so as not to cause electric shock and malfunctioning.
- Static electricity from your body may damage some electronics devices on the IC board. Before handling the IC board, touch a grounded metallic surface so that the static electricity can be discharged.

🛑 **STOP IMPORTANT**

- When exchanging the game board place and post off the damaged board in the new board's special packaging. If you do not have the packaging or it is damaged order one using the following product number/name <601-11691: CARTON BOX LBG>.
- When sending a board for repairs or do not dismantle the board in any way prior to sending it away. It may not be possible to meet your request if any parts are missing.
- Send a game board in for repair with the key chip still inserted.

16 － 1   REMOVING THE GAME BOARD

The game board (LINDBERGH board) is found, from the facing the cabinet, inside side door L on the left side of the cabinet. Remove the entire wooden board (ASSY MAIN BD) on which the LINDBURGH board is placed.

① Turn the power off.

② Remove the three truss screws from side door L.
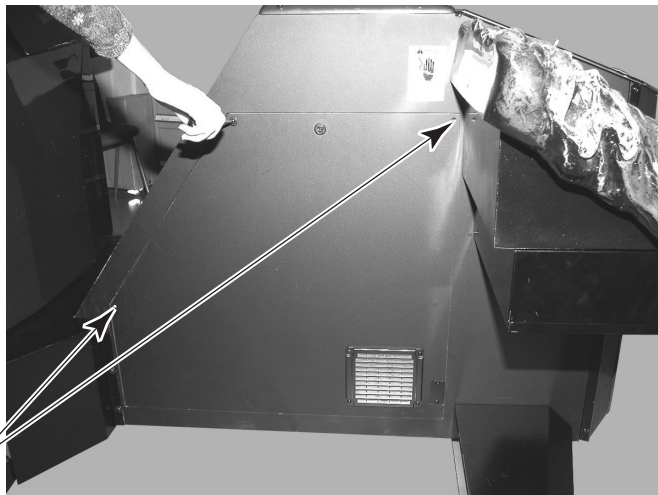
TRUSS SCREW (3), black

M4×40, large flat washer used
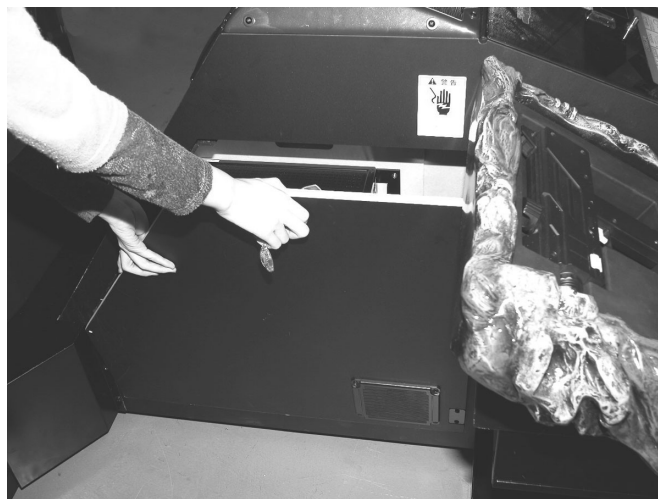
PHOTO 16. 1 a

③ Unlock and open side door L.
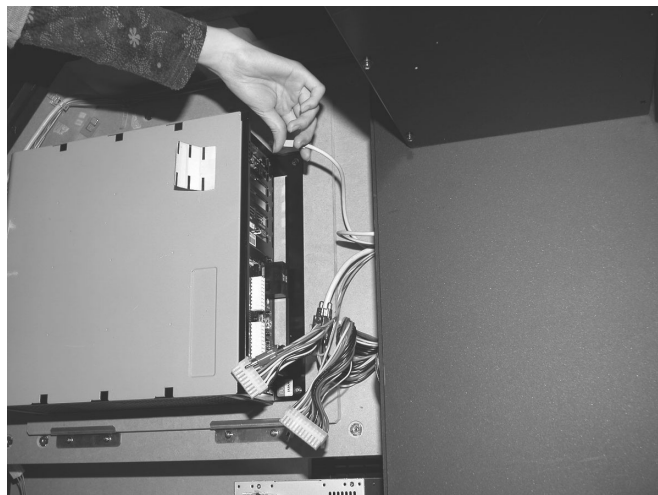
PHOTO 16. 1 b

④ Disconnect all connectors attached to the LINDBERGH board.

PHOTO 16. 1 c

⑤ Remove the two screws holding the base (wooden board) in place. Take care as once these screws are removed there is a risk of the entire board falling forward.

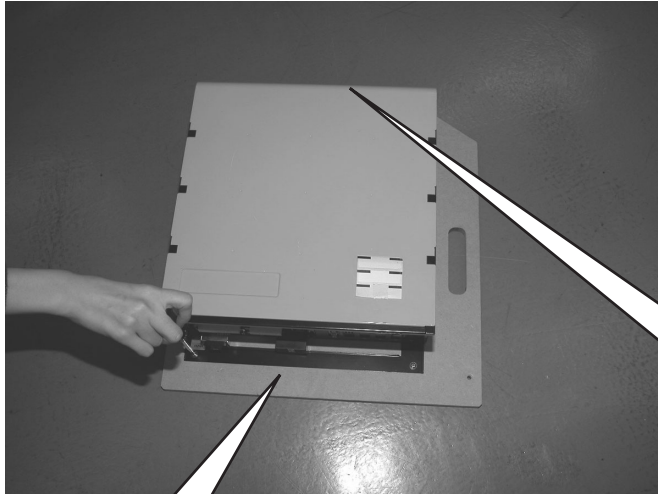SCREW (2)
M4×30, w/flat & spring washers
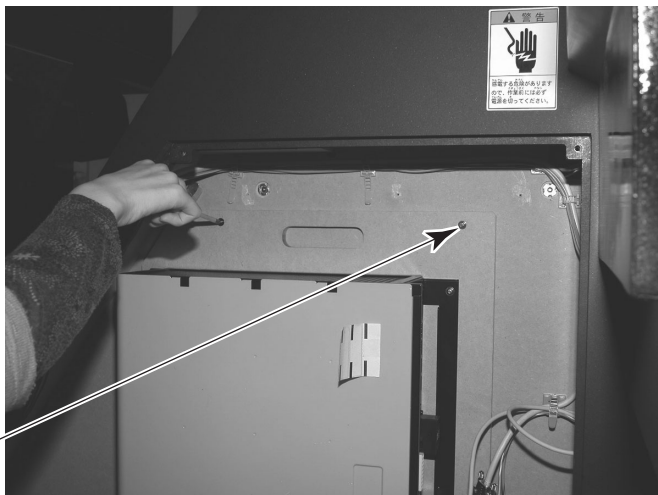
PHOTO 16. 1 d

⑥ Remove the ASSY MAIN BD.

PHOTO 16. 1 e

⑦ Place the ASSY MAIN BD on a flat surface.

⑧ Remove the four screws and remove the LINDBERGH board.
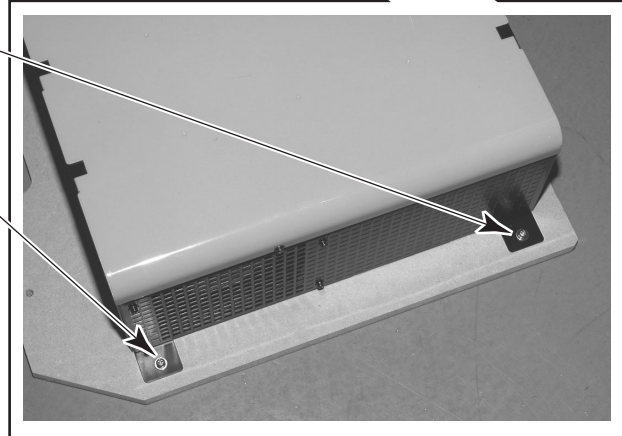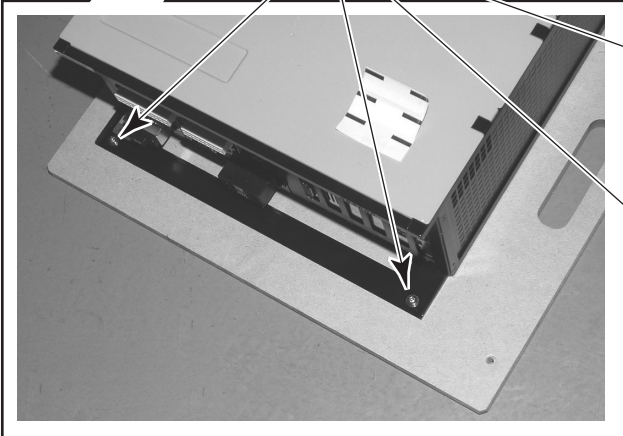

SCREW (4)

M4×12, w/flat & spring washers

PHOTO 16. 1 f

STOP

IMPORTANT

● The game board becomes the game board for this product once the key chip is inserted.
● The DIP SW (dip switches) on the board must be set as specified below. If set incorrectly for this product, an error will be displayed and the game will not run.
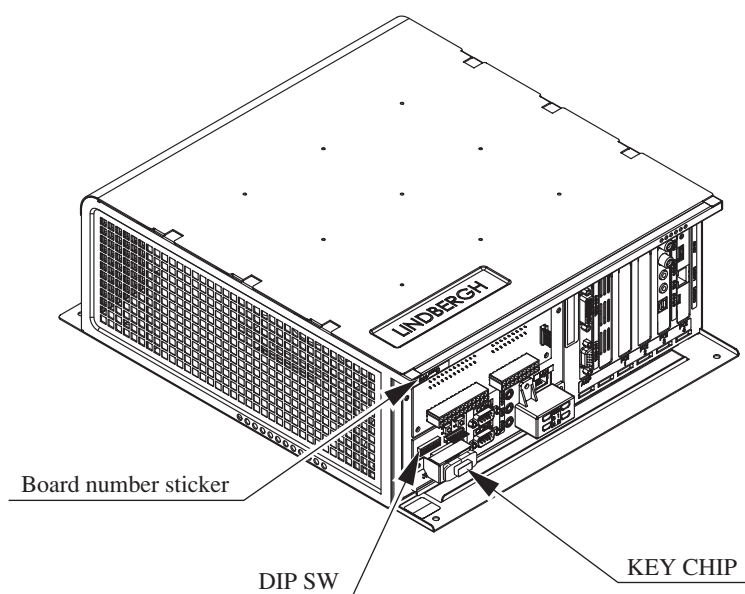
ASSY CASE LBG L 1GB HDF EXP (844-0002D-02)

Board number sticker

DIP SW

KEY CHIP

FIG. 16. 2 a

DIP SW Setting

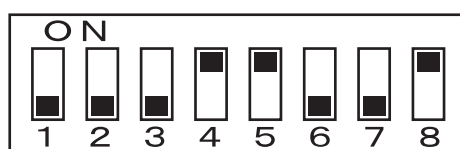Use this product with the DIP SW settings shown in the figure below.

FIG. 16. 2 b

17. DESIGN RELATED PARTS

For the Warning Display stickers, refer to Section 1.

BILLBOARD PLATE
HDF-0553

BILLBOARD SIDE PLATE L
HDF-0558

STICKER BILLBOARD SIDE L
HDF-0556

BILLBOARD SIDE PLATE R
HDF-0559

STICKER BILLBOARD SIDE R
HDF-0557

STICKER DLP SIDE R
HDF-0512
Opposite side:
STICKER DLP SIDE L
HDF-0511

STICKER TOP LID COVER
HDF-1001-B

CTRL PANEL ENG
HDF-2002-01

LIGHTING PLATE R
HDF-1203

LIGHTING PLATE L
HDF-1202